



*Welcome to*

*SJ-CCCB Meeting*

*Thursday, November 2, 2006*

# *Current User Count*

*October 2004 – September 30, 2006*

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■ Government	8403
■ Army	2913
■ Navy	1299
■ NASA	296
■ Other	3895
(Exp: Air Force, FEMA, USMC)	
■ Contractor	5011
■ Current Total	13414

# *User Count*

*2005 – 2006 Fiscal Year*

*October 2005 – September 30, 2006*

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■ Government 4453

■ Army 1532

■ Navy 714

■ NASA 109

■ Other 2098

(Exp: Air Force, FEMA, USMC)

■ Contractor 2644

■ Current Total 7097

*Support Line Calls*  
*2005 – 2006 Fiscal Year*  
*October 1, 2005 – September 30, 2006*

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■ Army 104	P-Coast Guard 8
■ NASA 34	P-Commercial 1
■ Navy 54	P-Marine Corps 3
■ Other 78	P-NASA 97
■ P-Air Force 62	P-Navy 268
■ P-Army 435	Referrals 95

■ **Total Calls 1163**

*Support Line Calls*  
*2004 – 2005 Fiscal Year*  
*October 1, 2004 – September 30, 2005*

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■ Army 101	P-Coast Guard 3
■ NASA 38	P-Commercial 1
■ Navy 42	P-Marine Corps 6
■ Other 92	P-NASA 133
■ P-Air Force 50	P-Navy 371
■ P-Army 586	Referrals 121

■ **Total Calls 1544**

## *Support Line Calls ~Time*

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- October 1, 2005 – September 30, 2006
  - Army 104 problem calls with a total time of 29 hours and 46 minutes
  - P-Army 435 problem calls with a total time of 130 hours and 45 minutes
- October 1, 2004 – September 30, 2005
  - Army 101 problem calls with a total time of 28 hours and 25 minutes
  - P-Army 586 problem calls with a total time of 210 hours and 35 minutes

## *Support Line Calls ~Time*

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- October 1, 2005 – September 30, 2006
  - NASA 34 problem calls with a total time of 21 hours and 35 minutes
  - P-NASA 97 problem calls with a total time of 23 hours and 21 minutes
- October 1, 2004 – September 30, 2005
  - NASA 38 problem calls with a total time of 11 hours and 17 minutes
  - P-NASA 133 problem calls with a total time of 36 hours and 45 minutes

## *Support Line Calls ~Time*

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- October 1, 2005 – September 30, 2006
  - Navy 54 problem calls with a total time of 18 hours and 29 minutes
  - P- Navy 268 problem calls with a total time of 81 hours and 58 minutes
- October 1, 2004 – September 30, 2005
  - Navy 42 problem calls with a total time of 22 hours and 6 minutes
  - P- Navy 371 problem calls with a total time of 1200 hours and 0 minutes



## *Support Line Calls ~Time*

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- October 1, 2005 – September 30, 2006
  - Others 78 problem calls with a total time of 21 hours and 14 minutes
  - P-Air Force 62 problem calls with a total time of 21 hours and 59 minutes
  - P- Coast Guard 8 problem calls with a total time of 3 hours and 48 minutes
  - P-Commercial 1 problem call with a total time of 39 minutes
  - P-Marine Corps had 3 problem calls with a total time of 41 minutes

## *Support Line Calls ~Time*

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- October 1, 2004 – September 30, 2005
  - Others 92 problem calls with a total time of 28 hours and 27 minutes
  - P-Air Force 49 problem calls with a total time of 21 hours and 5 minutes
  - P- Coast Guard 3 problem calls with a total time of 1 hours and 35 minutes
  - P-Commercial 1 problem call with a total time of 11 minutes
  - P-Marine Corps had 6 problem calls with a total time of 1 hours and 24 minutes

## *Compliments*

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Thanks for all your help. I think I got it now! You've got a lot of patience.

~Janice Tillmans  
AKM Consulting Engineers  
Irvine, CA

## *Compliments*

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Once again I want to thank you about how much we appreciate your efficiency in solving SpecsIntact problems for us. I can't believe you called me moments after I sent an email to you for assistance, before I could even get back to the workstation with the problem! Although I have only been at this office for a few months, some of our engineers and architects have worked with SI for about five years have all said that they appreciate your consistent quick response and ability to figure out what the problem is. As a one-person IT office here, I really appreciate knowing you are there to support us and get our professional staff back to work as quickly as possible. You are also wonderful about following up on problems, which is very rare in the tech support world these days.

Thank you for being so patient and so pleasant to work with, and please thank your office for providing us with such high quality support and for being so responsive over the years.

~Christie Holmes  
Prime Engineering & Architecture  
Westerville, OH

## *Compliments*

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THANK YOU! YOU ARE AWESOME!!!!!! HAVE A GREAT WEEKEND.

~Barbara  
Strobel Architects  
Redlands, CA

## *Compliments*

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Thank you for being so patient and so pleasant to work with, and please thank your office for providing us with such high quality support and for being so responsive over the years.

~Christie Holmes  
Prime Engineering & Architecture  
Westerville, OH

## *Compliments*

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Many thanks for your help in solving our problem with conversion to Word problem. I appreciate you going to the extra effort remaining in contact with us by email and phone so we could meet our deadline in Kabul.

~Robert D. Meredith, P.E.

Afghan - U.S. Liaison

Rosslyn, VA

## *Compliments*

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I'm a big fan of SpecsIntact (having started off doing redlines by hand), and I appreciate that you're directing your resources towards the software itself and support, and not blowing a big wad of cash on lawyers.

~Greg Perry  
Corrpro Companies, Inc.  
Medina, OH





*Thank You*